

# Streamlining Operations for GPS Mapping Solution

For one of the largest global GPS maps providers



## Challenges

- To rebadge 500+ in-scope employees from two incumbent vendors
- Retention of critical experts enabling a seamless transition
- Historical data availability on critical metrics for setting up process benchmarks
- Knowledge drain due to high attrition

- Single largest on-boarding with zero disruption to existing operations
- Established a tiered governance structure
- Built a capacity planning governance, to ensure headcount allocations are planned on a 90-day rolling basis



## Solution

### The Infosys BPM team

- Streamlined quality processes
- Cleared quality backlogs
- Implemented a quality improvement plan
- Provided a robust governance in place to review performance
- Remodeled the training plan to reduce duplication of training and ramp efforts.



**2.5 million**  
Issues resolved  
monthly



**20,000**  
Complex edits  
resolved per month



**90 days**  
Advance capacity  
planning governance